

Qualification Specification

A2A Training: Operations Manager EPA

Qualification Title	A2A Training: End Point Assessment Operations Manager Level 5
Ofqual Qualification Number:	610/4941/4
Guided Learning Hour - GLH	182
Total Qualification Time - TQT	525
Minimum Age	18
Qualification Purpose Summary	This qualification is designed for learners who work in an operations manager position.
Grading	Pass, Distinction or Fail See grading details on the Assessment Plan Operations manager / Institute for Apprenticeships and Technical Education
Assessment Methods	Professional Discussion underpinned by a portfolio of evidence. Project, Presentation with questions.
Apprenticeship Standard Links	This qualification once achieved shows the learner has met the requirements of the assessment plan for the standard: ST0385 Operations Manager

Please ensure that you use the most up to date version of this document by downloading from the website. In the event of a conflict between this document

and the assessment plan published by the Institute for Apprenticeships and Technical Education then the latter takes precedence.

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Content Creator Level 3

Aims and Objectives

Occupation summary

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This occupation is found in small, medium, large, and multinational organisations in private, public, and third sectors across all areas of the economy.

Operations managers perform leadership and management duties with teams and senior managers to ensure that teams fulfil their roles and meet organisational goals. They are essential to all business models that have an operational area or department with a workforce to lead, manage, and support.

The broad purpose of this occupation is to provide leadership, with both operational and project responsibilities. An operations manager is responsible for managing individuals or a team, offering direction, instructions, and guidance to achieve set goals. They are crucial for the smooth functioning of all departments within an organisation and ensure that their functions are administered and maintained in accordance with legislation and the organisation's policies and procedures. Operations managers provide clear and inclusive leadership and direction within their area of responsibility. This typically involves setting, managing, and monitoring the achievement of core objectives aligned with the organisation's overall strategic goals. In smaller organisations, they are also likely to contribute to the execution and achievement of these strategic objectives.

In their daily work, an employee in this occupation interacts with colleagues from various internal departments, including operations, human resources, finance, legal, IT, sales and marketing, and project groups. Operations managers also engage with external stakeholders such as customers, clients, and suppliers. They may work in diverse environments, including offices, onsite locations, or remotely, demonstrating a high level of flexibility and adaptability to meet organisational needs.

An employee in this occupation is responsible for leading and managing their operational function. This includes being accountable for developing team members, managing projects, planning and reviewing workloads and

resources, delivering operational plans, resolving problems, and building relationships both internally and externally.

An operations manager may work as part of a network or in a team setting. They operate within agreed budgets and available resources, reporting to senior leaders. They are responsible for decision-making and guiding or influencing the decisions of others. This includes applying business continuity principles, collecting and interpreting data to identify trends, analysing resources, and finding ways to improve efficiencies.

Operations managers understand how their role supports the broader organisational structure. They apply codes of practice, legislation, and regulations relevant to their organisation's operations. This encompasses legal and ethical responsibilities, as well as equity, diversity and inclusion, health and safety, and the sustainability impacts of the organisation.

As part of the EPA, learners will be tested on the Key Skills and Behaviours in conjunction with the criteria in the Assessment Plan for the standard.

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Link to professional registration: Professional recognition

This standard aligns with the following professional recognition:

- **The Chartered Management Institute for Member, as well as Chartered Manager status, where they can evidence 3+ years management experience**
- **Institute of Leadership for Member**

Support Materials and Link to the Assessment Plan for the Apprenticeship.

Our support materials are available on our systems called ACE360 to centres who have learners registered with us.

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Apprentices must demonstrate evidence they meet all the KSBs in the assessment plan.

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